TABLE NO. [ ]

MULTIMEDIA UNIVERSITY

STUDENT ID NO.

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2017/2018

TIS 3251– INFORMATION SYSTEMS PLANNING AND DEVELOPMENT

(All Sections / Groups)

16 MARCH 2018
3.00 p.m. – 5.00 p.m.
(2 Hours)

Question	Marks
Total (50%)	

INSTRUCTION TO STUDENT

1. This Question paper consists of **NINE** pages with **SIX** questions only.
2. Answer any **FIVE** out of the **SIX** questions.
3. If you answer all questions, **ONLY** the FIRST five questions will be marked.
4. Each question carries **10 marks** and the maximum marks allotted are **50 marks**.
5. Please print all your answers **clearly** and **neatly** in the specified **ANSWER BOX** provided for each question.

Question No. 1

a. What are computer literacy and information systems literacy? Why are they important? Discuss your answer.

(4 marks)

b. What are the two issues that a business continuity plan focuses on?

(3 marks)

Continued.....

c. Explain three advantages of implementing an enterprise resource planning (ERP) as an integrated solution to link multiple business processes.

(3 marks)

Question No. 2

a. Discuss two guidelines that should be followed in developing reports for management information systems (MIS).

(4 marks)

Continued.....

b. Describe the difference between a structured and an unstructured problem and give an example of each.

(3 marks)

c. What is artificial intelligence (AI)? List a contention issue between AI and natural intelligence.

(3 marks)

Continued.....

Question No. 3

a. Differentiate between a two-tier client/server system and a three-tier client/server system. Why would a firm choose one of these approaches over the other when implementing a client/server system?

(4 marks)

b. What is a vertically integrated information system? Give an example.

(3 marks)

Continued.....

c. Identify three reasons that a systems development project may be initiated.

(3 marks)

Question No. 4

a. Describe the participants in the system design stage. How do these participants compare with the participants of systems investigation?

(3 marks)

Continued.....

b. Is it important for all systems to have a disaster recovery plan? Why or why not?
(3 marks)

c. Briefly describe all of the steps of a pure prototyping methodology as an alternative to an SDLC approach.
(4 marks)

Continued.....

Question No. 5

a. List two advantages and two disadvantages in purchasing a software package (as opposed to develop it ourselves).

(4 marks)

b. Describe three things that a purchasing company might want to learn from a vendor demonstration of a packaged system.

(3 marks)

Continued.....

c. Discuss in detail one technique associated with effectively implementing business change (change management).

(3 marks)

Question No. 6

a. Briefly discuss three key concerns associated with managing an IS organization's personnel?

(3 marks)

Continued.....

b. What are some of the global information systems (IS) management challenges that face IS leaders today?

(3 marks)

c. Spam on the Internet is a growing problem. Why is spam so attractive to some marketers? To what degree can spam be controlled by laws? Are there other ways that spam might be controlled? How?

(4 marks)

End of Page